



Job Title	Airport Communications Center Supervisor	FLSA Status	Exempt
Band	SUP	Probationary Period	12 Months
Zone	3	Job Code	15096

Class Specification – Airport Communications Center Supervisor

Summary Statement:

The purpose of this position is to supervise, schedule, train, assign, evaluate, and participate in the work of airport communications center dispatchers. This is accomplished by ensuring quality and compliance; perform a variety of administrative, professional, and technical tasks in support of airfield, security, and terminal operations; identify needed resources in order to allocate efficiently; participate in the selection of airport communications staff; coordinate staff training and working with staff to correct deficiencies; maintain a variety of databases and perform queries to generate reports; and ensure compliance of various organization's policies and procedures. Other duties include serve as liaison to outside agencies and to departments within the aviation division as well as City departments, passengers, and the general public.

Essential Functions	Note: Regular and predictable attendance is an essential function in the performance of this job.
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Time % (All below must add to 100%)	Note: Time spent on each essential function will vary based on operational needs and is only intended to be an approximation over the course of a full year.
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100%	Ensures work quality and compliance with various agencies rules and regulations by attending meetings; interpersonal communications with tenants, customers, and agencies within the airport; monitor and operate CCTV systems as well as multiple phone lines, radio talk groups, and public address systems; maintain the efficiency of the lighting detection applications and lighting notification systems; update flight information display and baggage information displays; provide customer service to users, tenants, and the public; and perform all duties of airport communications center dispatcher including filling in as needed.
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Competencies Required:

Human Collaboration Skills: Interactions have significant impact and may involve recommendations regarding potential policy development and implementation. Position evaluates customer satisfaction, develops cooperative associations, and utilizes resources to continuously improve customer satisfaction.

Reading: Intermediate - Ability to read papers, periodicals, journals, manuals, dictionaries, thesauruses, and encyclopedias. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.

Math: Intermediate - Ability to deal with system of real numbers; practical application of fractions, percentages, ratios/proportions and measurement. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.



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Writing: Intermediate - Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling, and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.

Technical Skills Required:

Skilled in a Technical Field: Work requires a comprehensive, practical knowledge of a technical field with use of analytical judgment and decision-making abilities appropriate to the work environment of the organization.

Relevant Background and Formal Education: Demonstrated skills, competencies, and knowledge required for this job are most often acquired through the following practical experience and level of academic education and training as suggested below.

Education: Equivalent to the completion of the twelfth grade (high school diploma or GED) supplemented by specialized training in dispatch communications or a related field.

Experience: Three years of full-time responsible public safety and or operations, maintenance and emergency communications including one year of administrative and/or lead supervisory experience or lead supervisory responsibility.

Certifications and Licenses: Must possess or be able to acquire the following certifications and/or licenses.

Certifications required in accordance with standards established by departmental policy.

Supervision Exercised: Work requires supervising and monitoring performance for a regular group of employees or department including providing input or hiring/disciplinary actions and work objectives/effectiveness, performance evaluations, and realigning work as needed. A first line supervisor typically performs these functions.

Supervision Received: Receives Limited Direction: This job title normally performs the duty assignment according to his or her own judgment, requesting supervisory assistance only when necessary. Special projects are managed with little oversight and assignments may be reviewed upon completion. Performance reviewed periodically.

Fiscal Responsibility: The job title prepares accounting, budget, employment actions, purchasing documents; and does research to justify language used in documents for a unit or division of a department. May recommend budget allocations.

Physical Demands: Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.



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Environmental Conditions	Frequency
Primary Work Environment	Office Environment
Extreme Temperature	Seasonally
Wetness and Humidity	Seasonally
Respiratory Hazards	Never
Noise and Vibrations	Several Times per Month
Physical Hazards	Never
Mechanical and/or Electrical Hazards	Never
Exposure to Communicable Diseases	Rarely

Machines, Tools, Equipment, and Work Aids: Computer, printer, copier, telephone, and radios, standard office equipment.

Specialized Computer Equipment and Software: Microsoft Office.

The description above is intended to represent only the key areas of responsibilities; specific job assignments, duties, and environmental conditions will vary depending on the business need of the department and the particular assignment.

Original Date: November 2014